

## **AJC System Q & A**

### **Subject: Unsuccessful Completion of a Personnel Certification Exam**

**Date:** July 24, 2017

#### **Question:**

The WIOA participant enrolls in a credit-based training program that prepares students to take a personnel certification examination. They successfully complete the program and receive a Certificate of Completion. However, they do not take/pass the personnel certification exam. What is the appropriate data entry in the AJC Outcomes screen?

#### **Response:**

Since the participant was unsuccessful in passing the personnel certification exam, he/she did not obtain a credential. No information is required to be entered on the Outcomes screen in AJC. Local Workforce Development Area (LWDA) staff must change the status of the Measureable Skill Gain to "Set, but not obtained".

### **Subject: Entering Basic Career Services for a Participant Who is Enrolled in the WIOA Title I-B Program in Another Local Workforce Development Area**

**Date:** June 8, 2017

#### **Question:**

What is the process of entering Basic Career Services for customers that have open program enrollments with other LWDA's? For example, a customer receives Workforce Information Services at ARIZONA@WORK Maricopa County, but has an open WIOA enrollment with ARIZONA@WORK City of Phoenix.

#### **Response:**

The LWDA that provided the service must enter the service in the S&T plan in AJC, even if the participant is enrolled in a WIOA Title I-B program in another LWDA. Basic Career Services may be provided by an LWDA other than the LWDA where the participant is enrolled. As such, participants may go to any ARIZONA@WORK Job Center to receive services. Staff in AJC case manager and supervisor roles have the capability to enter Basic Career Services on the S&T plan in AJC. Prior to providing

Individualized Career Services or Training Services to the participant, the participant's enrollment must be transferred to the new LWDA.

**Subject: Incumbent Worker Training**

**Date:** February 23, 2017

**Question:**

How do I add Incumbent Worker training in AJC?

**Response:**

To add an incumbent worker in AJC, make sure to check "yes" on the Incumbent Worker question, enroll the incumbent worker in WIOA Title I-B as an Adult, and then enter the Incumbent Worker Service.

Currently, the AJC system does not exempt the incumbent worker from performance, but it will at some point. We do not have a date when this update will occur but will provide information as it becomes available. Once AJC system is updated, if the Incumbent Worker receives any services in addition to the Incumbent Worker Service, the participant will be included in performance accountability measures calculation.

**Subject: Gaps in Service**

**Date:** November 3, 2016

**Question:**

Does scheduling a "gap in service" extend program participation by itself, or does it also require an in-progress service on the Service and Training (S&T) Plan?

**Response:**

No, scheduling a "gap in service" does not extend program participation by itself. The individual must also have an in-progress service open in the Service & Training Plan.

**Subject: Credentials Listed in the Arizona Job Connection System**

**Date:** October 19, 2016

**Question:**

The AJC update for 13.2.15 contained new fields added to the S&T plan "Type of Credential". Staff want to ensure they are checking the correct box or boxes, and what's the difference between "Industry Certification," "Government License," "Secondary School Diploma," and "Measurable Skills Gain"? Is there a place you can direct me to find the definitions?

**Response:**

An "Industry Certification: is referred to as "Personnel Certification" in the [WIOA Title I-B Training Policy](#) and is defined in Section 512.02.B.3.

A "Government License" is referred to as "Occupational License" in the WIOA Title I-B Training Policy and is defined in Section 512.02.B.2.

A "Secondary School Diploma" includes High School Diplomas, and High School Equivalency Diplomas (HSE).

A "Community College Certificate" is referred to as "Educational Certificate" and is defined in Section 512.02.A.3 of the WIOA Title I-B Training Policy.

An "Apprenticeship Certification" is referred to as "Registered Apprenticeship Certificate" in the WIOA Title I-B Training Policy and is defined in Section 512.02.B.1.

"Measurable Skill Gains" is defined in the WIOA Final Regulations in 20 CFR 677.155(v). An interim credential that is awarded by a Registered Apprenticeship program, as discussed in the WIOA Title I-B Training Policy, Section 512.02.B.1a is an example of a Measurable Skill Gain.

**Subject: Certified Nurse Assistant and Licensed Nurse Assistant**

**Date:** September 29, 2016

**Question:**

Staff have been advised that there are changes with Arizona State Board of Nursing. Therefore, we are needing your assistance to ensure we are recording the correct credential in AJC under the outcomes screen for "Certifies Nursing Assistance". Currently, we are recording the CNA as "Occupational Skills License"; is this still correct? Please advise.

**Response:**

Yes. Certified Nurse Assistants (CNAs) must pass a manual skills/written exam, and are listed on a CNA registry managed by the Arizona State Board of Nursing. There are no fees to be registered. The CNA credential must be entered into AJC as an Occupation Skills Certificate. CNAs may opt to pay fees to become Licensed Nurse Assistants (LNAs), which is also considered an Occupation Skills Certificate.

Watch [CNA and LNA - A New Regulatory Framework - Arizona State Board of Nursing](#) for further information regarding the difference in requirements for CNAs and LNAs.

**Subject: Confidentiality of Medical Information**

**Date:** September 19, 2016

**Question:**

We have a youth with a disability. What documents are okay to upload, or do we not upload disability information? If we do, what is the documentation item we are to select for this item to upload and track it in AJC?

**Response:**

Medical documentation must not be uploaded in AJC or kept in the participant's program file. Medical documentation must be kept in a sealed confidential envelope that is kept separate from the files of eligible applicants, registrants, and participants, as described in 29 CFR 32.15 and Arizona's Nondiscrimination Plan.

**Subject: High Poverty Census Tracts Documentation**

**Date:** September 19, 2016

**Question:**

If we use high-poverty tract to determine low-income status, what is the documentation item we are to select for this item to upload the documents into AJC?

**Response:**

The documentation required as verification that a youth is living in a high poverty area is a printout from the U.S. Census Bureau using the youth's address, as listed on the [WIOA Title I-B Eligibility Checklist \(Exhibit 100A\)](#), which has been added to the list of items that can be uploaded to AJC.

**Subject: Entering a Supportive Service on S & T Plan**

**Date:** July 21, 2016

**Question:**

The policy indicates that all supportive services must be documented on the IEP, but a basic career service participant wouldn't have an IEP because it's an individualized service. Can you clarify this discrepancy?

**Response:**

Supportive Services are always entered on the S & T plan in AJC. If the individual is determined in need of individualized career services or training services, the Individual Employment Plan (IEP) must also include supportive service needs.

We will clarify that supportive services must be recorded on the S & T plan in AJC in the revision of the [WIOA Title I-B Supportive Services policy](#).

**Subject: Case Management Service Effect the Exit Date**

**Date:** June 30, 2016

**Question:**

In the [AJC Service Code Dictionary](#) linked on the DES website, “Case Management” is identified as a service that extends the Exit Date. Is this accurate?

**Response:**

No, Case Management is not a service that extends the Exit Date in AJC. This will be corrected in the next revision of the *AJC Service Code Dictionary*.

**Subject: Entering Pell Grant Information into AJC**

**Date:** June 30, 2016

**Question:**

Please advise how to enter the following situations into AJC. Are we required to open a service and a budget?

- Participant’s training tuition is being paid 100 percent by a Pell Grant.
- Participant’s training tuition is being paid 50 percent by a Pell Grant and 50 percent by WIOA Title I-B funds.

**Response:**

If a participant is receiving a Pell Grant, the information should be entered in the “Educational Grants” area under the enrollment.

Educational Grants

No grants have been entered.

If the LWDA is providing any service that is facilitating the participant in achieving the educational goal, the services should be entered into AJC. If the training is for an Adult or Dislocated Worker, and the training program is not listed as WIOA-approved on the Eligible Training Providers List, (ETPL), the training service must be entered under the “Partner-Provided Services” area located on the Universal Information page and in Case Notes. If the training is listed as WIOA-approved on the ETPL, the training must be entered on the S&T plan and in Case Notes.

Partner-Provided Services

There are no partner-provided services entered.

A budget must be entered in AJC for the service that is being paid for by the LWDA. This will provide back-up documentation for the 9130 report.